

Detailed Claim Listing

The following is a detailed listing of all claims that are, or were, pending in the present application. Please cancel claims 1-48, 52, and 59, amend claims 49 and 53, and add new claims 60-78 as set forth in this detailed listing.

1-48. (Canceled)

49. **(Currently Amended)** A system for managing a plurality of assets of a plurality of distributed enterprises and allowing a user to access asset information, the system comprising:

a central processor accessible on a computer network;

a database for storing asset information for the plurality of assets of the plurality processor, wherein each of the plurality of assets is a piece of equipment, and further wherein the asset information comprises information relating to ownership, maintenance and repair of the pieces of equipment;

a client processor in communication with the central processor through the computer network, wherein the client processor inputs, queries, and downloads asset information from the central processor; and

defined access levels programmed into the central processor, wherein access of the user to the asset information is determined based on the defined access levels and a user profile of the user,

wherein the central processor tracks information relevant to managing each of the plurality of assets,

wherein the access of the user to the asset information is chosen from at least one of the group consisting of access solely to asset information relating to assets at a particular site, access solely to asset information relating to assets of a particular type, access solely to asset information relating to assets for which the user has a service or maintenance contract, access solely to asset information relating to assets which are by a warranty, access solely to asset information relating to assets for which the user has a work order, access solely to asset information relating to asset costs, and access solely to asset information relating to asset usage.

50. **(Previously Presented)** The system of claim 49, wherein the defined access levels are determined based on at least one of user attributes and user roles and rights.

51. **(Previously Presented)** The system of claim 50, wherein the user attributes are chosen from at least one of the group consisting of company of the user, position of the user in the company, and type of user.

52. **(Canceled)**

53. **(Currently Amended)** The system of claim 49, further comprising: A system of managing a plurality of assets of a plurality of distributed enterprises and allowing a user to access asset information, the system comprising:

a central processor accessible on a computer network;

a database for storing service provider information and asset information for the plurality of assets of the plurality of enterprises, the database being in communication with the central processor, wherein each of the plurality of assets is a piece of equipment, and further wherein the asset information comprises information relating to ownership, maintenance and repair of the pieces of equipment; and a client processor in communication with the central processor through the computer network, wherein the client processor inputs, queries, and downloads asset information from the central processor;

wherein the central processor is configured to automatically identify an appropriate service provider for a particular asset based on the particular asset and the service provider information, and

wherein the central processor is configured to automatically alert the appropriate service provider of a service request.

54. **(Previously Presented)** The system of claim 53, wherein the client processor is configured to automatically alert the appropriate service provider via an e-mail.

55. **(Previously Presented)** The system of claim 53, wherein the client processor is configured to automatically alert the appropriate service provide via an automated phone call.

56. **(Previously Presented)** The system of claim 53, wherein the client processor is configured to automatically alert the appropriate service provide via a text message.

57. **(Previously Presented)** The system of claim 53, wherein the client processor is further configured to automatically transmit a second alert to the appropriate service provider after a predetermined period of time.

58. **(Previously Presented)** The system of claim 53, wherein the client process is further configured to automatically transmit a second alert to another service provider after a predetermined period of time.

59. **(Canceled)**

60. **(New)** The system of claim 57, wherein the client processor is further configured to automatically transmit a third alert to the appropriate service provider after a second predetermined period of time.

61. **(New)** The system of claim 49, wherein the user profile specifies sites at which the user may access asset information.

62. **(New)** The system of claim 49, wherein the central processor is programmed with code for calculating a total cost of ownership.

63. **(New)** The system of claim 49, wherein the central processor is programmed with code for selectively filtering asset information based on the defined access levels and the user profile.

64. **(New)** The system of claim 49, wherein the user is an agent of the enterprise.

65. **(New)** The system of claim 49, wherein the user is a service provider.

66. **(New)** The system of claim 49, wherein the user is an equipment manufacturer.

67. **(New)** The system of claim 53, wherein the appropriate service provider is a third party service provider.

68. **(New)** The system of claim 53, wherein the client processor is configured to receive input relating to a service need and thereby generate the service request and transmit the service request to the central processor.

69. **(New)** The system of claim 68, wherein the input relating to a service need is provided by a user or an asset interface.

70. **(New)** A system for managing a plurality of assets of a plurality of distributed enterprises at a plurality of sites and allowing a user to access asset information, the system comprising:

- a central processor accessible on a computer network;
- a database for storing service provider information and asset information for the plurality of assets of the plurality of enterprises, the database being in communication with the central processor, wherein each of the plurality of assets is a piece of equipment, and further wherein the asset information comprises information relating to ownership, maintenance and repair of the pieces of equipment;
- a client processor in communication with the central processor through the computer network, wherein the client processor inputs, queries, and downloads asset information from the central processor;
- a first user access level programmed into the central processor, the first user access level comprising access to all of the service provider and asset information, wherein a first user type has access to the first user access level;
- a second user access level programmed into the central processor, the second user access level comprising access to the service provider information and the asset information for predetermined sites, wherein a second user type has access to the second user access level;
- identification software associated with the central processor, the identification software configured to automatically identify an appropriate service provider for a particular asset based on the particular asset and the service provider information; and
- notification software associated with the central processor, the notification software configured to automatically alert the appropriate service provider of a service request.

71. (New) The system of claim 70, further comprising a third user access level programmed into the central processor, the third user access level comprising access to the asset information for predetermined assets, wherein a third user type has access to the third user access level;

72. (New) The system of claim 70, wherein the appropriate service provider is a third user type.

73. (New) The system of claim 70, wherein the first user type has full rights to operate the system.

74. (New) The system of claim 70, wherein the second user type has rights to add or modify any asset information relating to the assets at the predetermined sites and further has rights to submit work orders relating to the assets at the predetermined sites.

75. (New) The system of claim 71, wherein the third user type has rights to add or modify any asset information relating to the predetermined assets.

76. (New) The system of claim 71, wherein the third user type is a manufacturer and further wherein the predetermined assets are all assets manufactured by the manufacturer.

77. (New) The system of claim 70, wherein a user is determined to be one of the first user type or the second user type based on the hierarchical enterprise status of the user.

78. (New) The system of claim 71, wherein a user is determined to be one of the first user type, the second user type, or the third user type based on the hierarchical enterprise status of the user.